

## 2015 Defense Health Information Technology Symposium

# Level of Effort for DHMSM Deployment



***“Medically Ready Force...Ready Medical Force”***

**“A joint, integrated, premier system of health, supporting those who serve in the defense of our country.”**



***“Medically Ready Force...Ready Medical Force”***

# Learning Objectives



- Describe the overall Level of Effort (time) required to deploy the EHR
- Describe “The Big Bang” Go-Live
- Explain the Clinical Champions & Super Users Roles
- Identify the tools your MTF can employ to mitigate the EHR Level of Effort

# Agenda



- Industry Experiences & Lessons Learned during EHR Deployments
- Background of Level of Effort Modeling
- Clinical Champions & Super Users
- “The Big Bang” aka Go Live
- LOE Model
- Mitigation Playbook

Clinically led EHR implementations  
are more likely to succeed than IT  
led implementations

# Lessons Learned from Industry



“Some experts say that during the initial stages of an implementation, you should plan for a 30% reduction in productivity, but the loss of productivity can be as high as 50% for some practices.”

*-Medical Economics 2012*

# Industry Lessons Learned To Mitigate Risk



- Clinically led EHR implementations are more likely to succeed than IT led implementations.
  - ❑ Functional Champion (FC) – MHS, Service
    - Culture change
  - ❑ Clinical Champion (CC)
  - ❑ Super User (SU)
- Limited published descriptions of ratios of champions and super users to staff
  - ❑ Difficult to make apples to apples comparison
  - ❑ Anecdotal accounts (Deloitte, VA, Gartner)

# Clinical Champions & Super Users



## ■ Clinical Champions:

- ❑ Executive Sponsors at the site (Command, Chief Medical Officer, Chief Nurse, etc.)
- ❑ Not a full clinical FTE
- ❑ Lead the culture change at the MTF
- ❑ Voice of the MTF staff

## ■ Super Users:

- ❑ Users who receive enhanced system training/certification from vendor
- ❑ System subject matter experts in their clinic/floor needed to assist user adoption
- ❑ Trusted agent:
  - Over the shoulder support
  - Clinic/floor/department implementation lead
  - Leads optimization activities (post go-live)



# Why the Big Bang

## Industry Experience with phased implementations

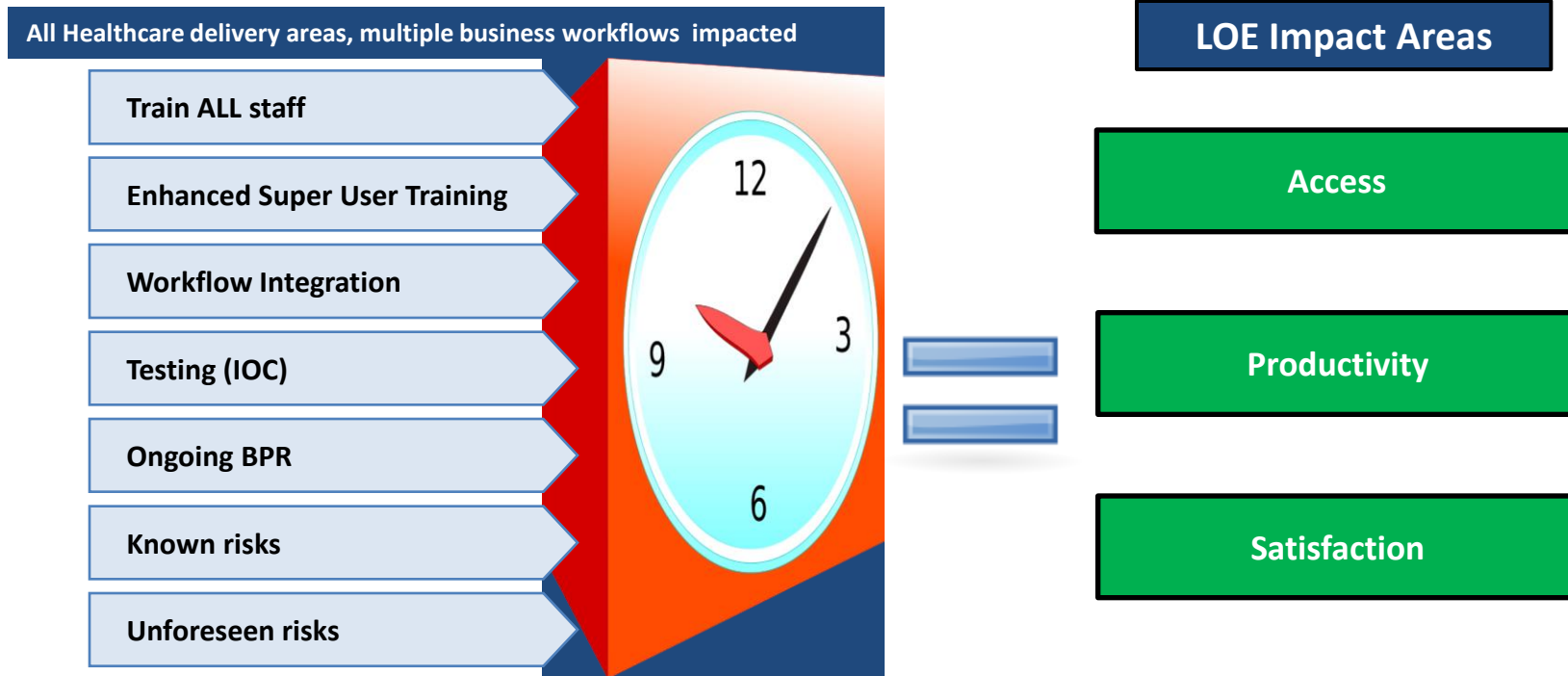


## Current Industry Standard



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# Taking a Bite Out of Time



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# Level of Effort Timeline

## Pre Go-Live: 12 Weeks

**16 hours of  
Training for all  
End-Users**

**32 hours of  
training for all  
Super Users and  
Clinical System  
Trainers**

## Go-Live: 4 Weeks



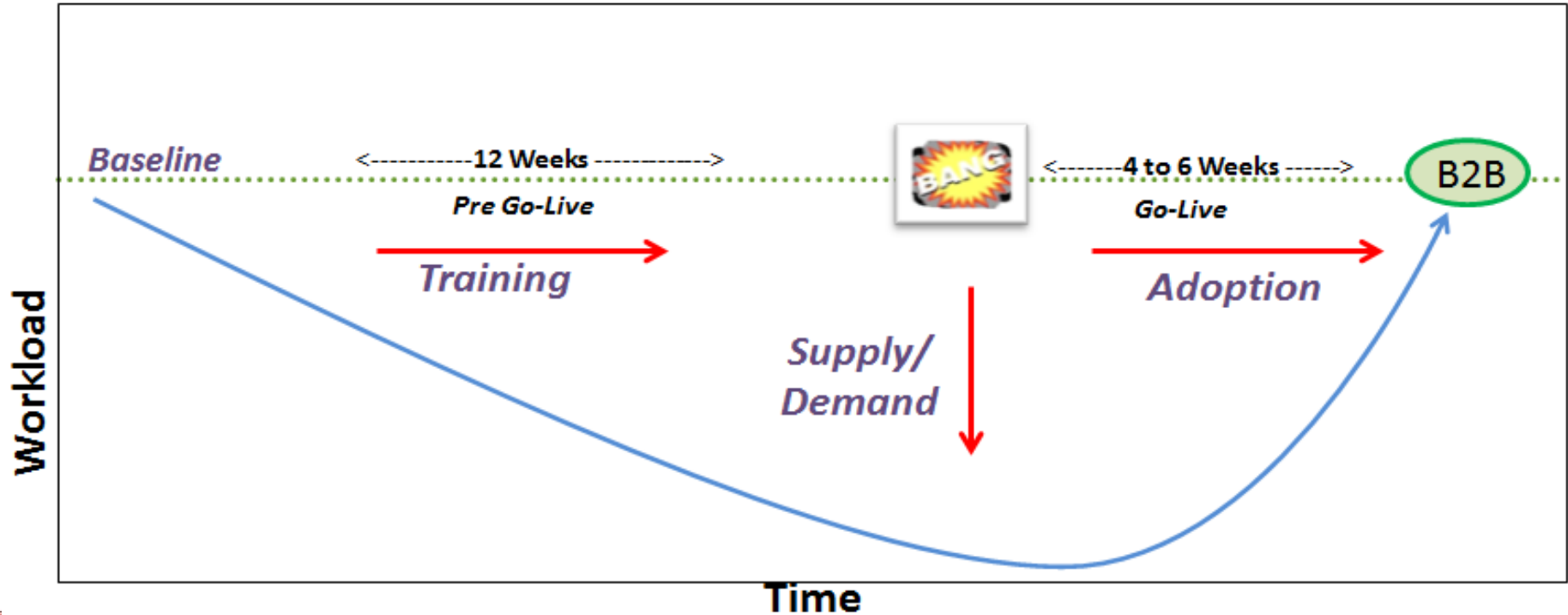
## Post Go-Live: 12 months

**90 Days Trainers  
from the Vendor  
will be onsite to  
assist with  
adoption**

**8 hours per month  
for Clinical  
Champions to  
assist with  
optimization**

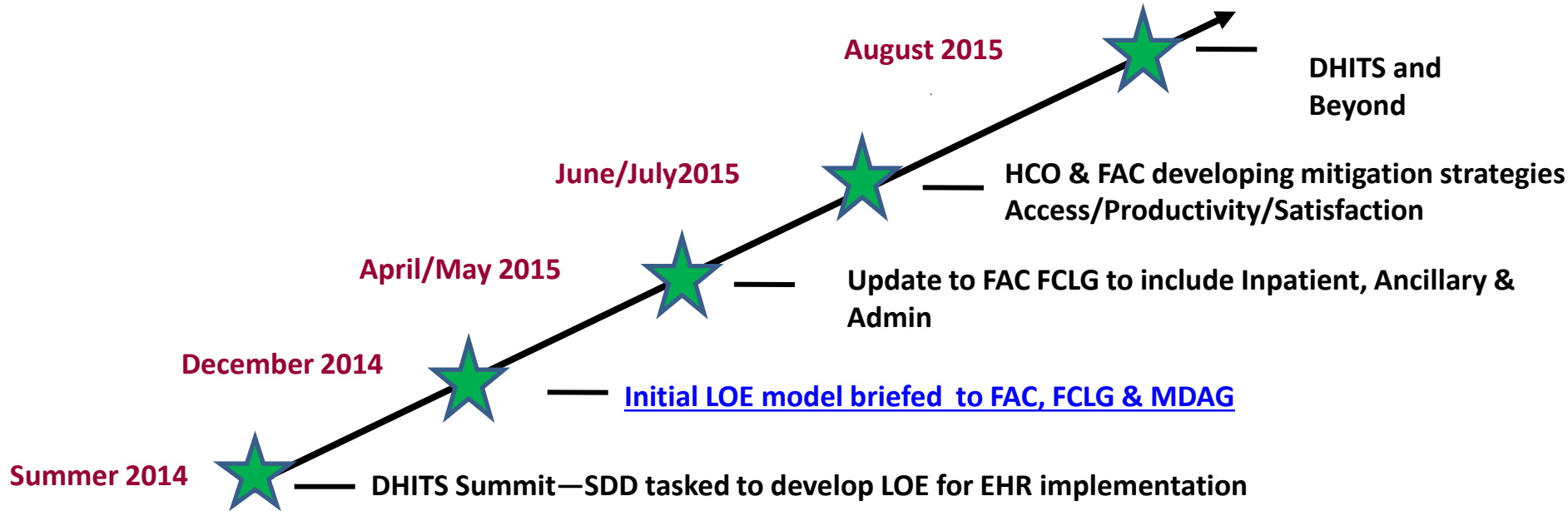
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# EHR LOE Training & Workflow Integration then Back 2 Baseline



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# LOE Journey



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# **Commander's Level of Effort Mitigation Playbook**

# Mitigation Highlights

- Zero Reductions in Readiness
- Preserve patient / provider relationship the best we can
- Demand Management
  - ❑ Well Care > Acute Care (but not by much)
  - ❑ Front load or defer elective procedures
  - ❑ Maximize Network Capabilities
- Continual progress updates to the community
  - ❑ Manage Expectations
- Bring them back to the direct care system 1 month after Go-Live



# Support for Commanders\*



- Commanders will not be held accountable for **ANY**:
  - Access, satisfaction and business metrics from 3 months pre go-live to 1 month post go-live.
    - Will allows commanders to focus MTF's on adoption of the system and new business process
- Increased budgeting for local Tri-Care Service Contracts
- Support from MTF's who deployed in earlier waves

\*Policies for the above are still being agreed upon and worked at the HQ level



# LOE Breakout Request



- If you would like to receive your MTF's breakout of the estimated LOE during DHMSM's deployment, please send your requests to [william.s.norris27.civ@mail.mil](mailto:william.s.norris27.civ@mail.mil)

# Questions?

# Evaluations



- Please complete your evaluations
- Please also add what additional support you need in the Commander's playbook for your MTF

# Contact Information



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